

USER INTERFACE FOR MULTI-CHANNEL COMMUNICATION

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5 ABSTRACT OF THE DISCLOSURE

a The present invention provides a user interface and method for communicating using multiple communication channels of different media types. The method ^{includes} ~~include~~ obtaining an event communicated via an incoming communication channel, where the event corresponds to a work item available to an agent. A notification of the work item is provided via the user interface. The method includes receiving an activation of a work item object of the user interface, where the work item object is associated with the work item. The method includes issuing a command associated with the activation of the work item object to an outgoing communication channel. The user interface enables the agent to work using different communication channels while presenting a consistent interface independent of the media type of the communication channel.

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